

23. November 2023

Europe/EDI

## Consumer protection in the EU: online shopping at Christmas time

### Free online information event on 28 November // EUROPE DIRECT Bocholt invites you to attend

The event "Online shopping at Christmas time" on 28 November at 4.30 pm will shed light on the rights of citizens in the EU. The event is being held in cooperation with the European Consumer Protection Centre and will last around 90 minutes. The EUROPE DIRECT Bocholt accepts registrations.

Online shops make Christmas shopping convenient and can be done with just a few clicks from your sofa. But what happens if the ordered product doesn't arrive by Christmas? What if the parcel gets lost in transit? And can Christmas presents still be returned after the festive period?

There are European answers to these and other questions. With the creation of the European Single Market 30 years ago, the rules for goods and services in the EU member states were standardised. The same applies to consumer protection.

Register by e-mail to [europe-direct@bocholt](mailto:europe-direct@bocholt).

#### The speakers

Juliane Beckmann and Peter Juhani Koop from the European Consumer Centre (ECC) Germany will provide information on what the EU has achieved for consumers in recent years, what rights they have, how they can assert their rights and who can help them with problems. The experts from the ECC will be happy to answer questions from the audience.

#### Co-operation partner

The event is open to the public and free of charge and is being offered as a cooperation event between the European Consumer Centre (ECC) and EUROPE DIRECT Bocholt, EUROPE DIRECT Duisburg/Niederrhein, EUROPE DIRECT Essen, EUROPE DIRECT Kreis Gütersloh and EUROPE DIRECT Kreis Steinfurt.

#### About the EUROPE DIRECT Bocholt

EUROPE DIRECT Bocholt is part of the mayor's office of the city of Bocholt and is the local contact point for questions relating to the European Union. Its task is to provide local citizens with information, advice, help and answers to questions about Europe. In addition, EUROPE DIRECT Bocholt aims to promote European involvement and provide information on current European political events.



# Online-Shopping zur Weihnachtszeit

## Ihre Rechte in der EU

**28.11.2023 | 16.30 Uhr | Zoom**

Rat und Hilfe  
für Verbraucher  
in Europa  
ECC-Net  
Europäisches Verbraucherzentrum Deutschland



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*Online shopping 28.11.2023*

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